



27001:2022

Subsidiary of Canara Bank

Estd. 1994

QUEST

**A JOURNEY TOWARDS
STRATEGIC UPSKILLING**

TRAINING VERTICAL



www.ccsl.co.in



PREAMBLE

The **QUEST (Quality Unit for Excellence in Strategic Training)** is the specialized training vertical established by M/s Canbank Computer Service Ltd (M/s CCSL), a subsidiary of Canara Bank with an objective to strengthen the professional capabilities of employees working in Banks, RRBs, Cooperative banks and BFSI segment through structured, strategic and result-oriented learning interventions ensuring sustained excellence in banking operations and leadership.

We function as a dynamic platform for continuous professional development, fostering innovation, regulatory awareness and customer-centric service standards. **QUEST** is committed to align employee competencies with the evolving needs of the banking industry by integrating best practices, emerging trends and practical insights into its training framework.

Through expert-led programs, collaborative learning environments and performance-focused methodologies, **QUEST** aims to cultivate confident, competent and ethically driven banking professionals who contribute effectively for institutional growth and long-term sustainability.



CANBANK COMPUTER SERVICES LTD. (CCSL)

CCSL (Canbank Computer Services Limited), a subsidiary of Canara Bank was established in the year 1994. Our company is backed by visionary patrons.



We combine decades of banking experience with modern software development and other IT-Enabled Services to the Banking fraternity to cater their needs.

Our expertise spans the financial sector, offering everything from custom product development to third-party technical support.

Building on this legacy, we are proud to introduce our New **training vertical, QUEST- “Qualitative Unit for Excellence in Strategic Training”** designed specifically for banking employees of NBFCs and BFSI segments.

By merging our deep domain knowledge with the latest tech trends, blending it with highly experienced faculty with more than 25+ years of practical experience in various aspects of the banking domain, **QUEST** ensures the banking workforce stays ahead in an ever-evolving digital landscape.

To remain competitive in the continues evolving trends in market, current staff requires to be strengthened more than classroom lecture.

Here is why **QUEST** is the perfect fit for RRBs & COOPERATIVE Bank training.

Our trainers are **highly experienced retired bank officials and industry experts**. They understand banking and bankers too.

We pair our deep experience with Core banking updates and integrate deep in-rooted experience in technology with banking knowledge and declares a hybrid model that the traditional work ethic meets new-era digital efficiency.

CORE TRAINING PROGRAMS

GENERAL BANKING

- Financial Inclusion
- Official Language
- Cash & Currency Chest Management
- Foreign Exchange
- Branch Management
- Customer support and Customer Grievances
- Compliance and Risk Management
- Governance and Regulatory Changes

DEPOSIT & ADVANCE

- Deposits
- Nomination & Death Claim
- General Advances and Trade Finance
- Priority Sector Advances
- Agriculture Advances
- MSME Advances
- Government Sponsored Scheme Advances
- Retail Advances
- Forex-Export and Import/ Treasury
- Credit Review & Monitoring
- Advanced Credit Appraisal

FINANCE & GOVT. SCHEMES

- Financial Inclusion
- Government Business Module
- Government Sponsored Scheme Advances
- Basel Norms
- Prudential Norms & Asset Classification

IT/Data Analytics & Cyber Security

- Digital Products & Digital Channels
(Mobile Banking/Internet Banking/UPI)
- Digital Lending Platforms
- IT Applications and Card Management Services
- Digital Awareness & Cyber Security
- Cyber Security & Data Analytics
- Credit Scoring Models & Customer Analytics
- API Integration with Fin-Techs
- Transaction Monitoring

LEGAL

- Legal Framework in Banks
- Legal Matters
- NPA Recovery & Legal Aspects
- DPDP ACT (Digital personal data protection Act)
- KYC (Know Your Customer – Compliance Legal Side)

HR & STAFF MATTERS (HR VALUES)

- HRD & Staff Matters
- Compliance & Ethics
- Managerial Development Program
- Team Building

SPECIAL PROGRAMS

- Marketing Skills / Soft Skills
- Leadership Programs
- Yoga
- Public Speaking & Self-Motivation
- High Impact Sales Leadership Training
- Sensitization Program/Pursuit to Excellence (All Cadres)
- Stress Management
- Procurement
- Women Empowerment Programs

EXCLUSIVE CUSTOMISED TRAINING PROGRAM

Category	subcategory	Core Focus	Key Skill Developed
Induction Program	Clerical Cadre	<ul style="list-style-type: none"> • Cultural Alignment Mission • Role-Specific Technical Training 	High Engagement with Better Collaborations which leads to Fast Productivity
	Junior Management Cadre	<ul style="list-style-type: none"> • Cultural Alignment & Mission • Role-Specific Technical Training Compliance & Legal Essentials 	High Engagement with Better Collaborations which leads to Fast Productivity with legal safety
	Middle Management Cadre	<ul style="list-style-type: none"> • Cultural Alignment & Mission • Role-Specific Technical Training Compliance & Legal Essentials 	High Engagement with Better Collaborations which leads to Fast Productivity with legal safety
Leadership Program	Emerging Leaders	<ul style="list-style-type: none"> • Peer-to- Manager Transition 	Delegation & Feedback Loops
	Mid-Level Managers	<ul style="list-style-type: none"> • Operational Excellence 	Process Optimization & P&L Ownership
	Executive Leaders	<ul style="list-style-type: none"> • Strategic Foresight 	Stakeholder Management & Market Positioning
Banking Leadership & Strategic Management	Mid-Level Managers	<ul style="list-style-type: none"> • Banking Leadership & Strategic Management 	Strategic Financial Leadership. Change Management in Fintech. Macro-Economic Decision Making
	Mid-Level Managers	<ul style="list-style-type: none"> • Performance & People Management 	Managing High-Performance Sales Teams. Coaching for Credit Culture. Conflict Resolution in High-Stress Environments

EXCLUSIVE CUSTOMISED TRAINING PROGRAM

Category	subcategory	Core Focus	Key Skill Developed
Banking Leadership & Strategic Management	Mid-Level Managers	<ul style="list-style-type: none"> Ethics, Governance & The "Tone at the Top" 	Fiduciary Leadership. Crisis Management & Communication Diversity & Inclusion in Finance
Soft Skills for Banking Leaders	Mid-Level Managers	<ul style="list-style-type: none"> Ethics Simulation 	where leaders must choose between a high-profit deal and a potential grey area
	Mid-Level Managers	<ul style="list-style-type: none"> Executive Presence 	How to present quarterly results or credit proposals to the Board of Directors
	Mid-Level Managers	<ul style="list-style-type: none"> Negotiation Tactics 	Advanced techniques for closing large corporate deals or restructuring distressed debt
	Emerging Leaders	<ul style="list-style-type: none"> Data-Driven Storytelling 	Translating complex financial spreadsheets into a compelling narrative for non-financial stakeholders
Project Management	Junior Management Cadre	<ul style="list-style-type: none"> Execution & Monitoring 	Proficiency in tracking milestones, task prioritization, and using digital monitoring tools
	Middle Management Cadre	<ul style="list-style-type: none"> Strategic Resource Allocation 	Ability to identify bottlenecks, manage vendor relationships, and ensure on-time delivery
	Executive Leaders	<ul style="list-style-type: none"> Portfolio & Change Management 	Aligning high-stakes projects with the Companies long-term vision

* We also customize the training Programs as per the specific requirements of the clients Institute / Banks*

TRAINING PROGRAMS

RESIDENTIAL TRAINING PROGRAM (Offline Mode)

Participants opting for residential training will be provided with:

- Detailed Course Materials
- Comfortable Accommodation
- Breakfast, Lunch & Dinner
- Tea / Coffee with Snacks during session breaks
- Fully facilitated training environment

Customized training sessions with a duration of 1 to 3 days for effective learning outcomes.

NON-RESIDENTIAL TRAINING PROGRAM (Offline Mode)

Participants attending non-residential training will be provided with:

- Detailed Course Materials
- Lunch
- Tea / Coffee with Snacks during session breaks
- Full-day classroom training facilities

Our training Centre is designed to provide a **comfortable, professional & technology-enabled learning environment**, ensuring an effective and engaging training experience for all participants.

EXPERT FACULTY & INDUSTRY RESOURCE PERSONS

*Our training programs are delivered by **highly experienced senior professionals** with extensive practical exposure in the versatile domain banking and financial sector.*

FACULTY STRENGTH

- **Top Senior Retired Bank Officers** with rich experience in IT Applications, IT Segment, General Banking, Banking Operations, Credit, Risk Management, Compliance & Branch Administration.
- **Industry Experts & Subject Matter Specialists** with practical knowledge of current banking practices and regulatory frameworks.
- Professionals with hands-on experience in **Statutory Guidelines, Compliance Banking Regulations & Real Time Operational Challenges.**
- Highly experienced **HR Experts/Motivational Speakers.**

TRAINING APPROACH

- Study Material and Classroom Training
- Practical case studies based on real banking scenarios
- Latest regulatory and industry updates
- Interactive sessions with problem-solving exercises.
- Focus on operational excellence and skill enhancement
- Outbound Training Programs

TRAINING FEES

Training Program Fees Will Be Determined Through Mutual Discussion with the Respective Bank or Institution .

NOTES

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TRAINING PARTNERSHIP REQUISITION FORM

Transforming Human Capital into Institutional Assets

Provide your details to align our expertise with your strategic vision.

Organization Profile

- Organization Name: _____
- Sector: Banks RRB Cooperative Bank Microfinance/NBFC
 Other: _____
- Head Office Address: _____
- Authorized Contact Person: _____ Designation: _____
- Email Address: _____ Contact Number: _____

Training Requirements

Preferred Core Training Program(s): *(Select all that apply)*

- General Banking
- Deposit & Advances
- Finance & Government Schemes
- IT / Data Analytics & Cyber Security
- Legal
- HR & Staff matters (HR VALUE)
- Special programs
- (any other specific requirement)
- (any other specific requirement)

Preferred Exclusive customized training program(s): *(Select all that apply)*

- Induction Program
- Leadership Program
- Banking Leadership & Strategic Management
- Soft Skills for Banking Leaders
- Project Management
- (any other specific requirement)
- (any other specific requirement)

Target Participants :

- Senior Management
- Middle Management
- Junior Management
- Clerical / Frontline Staff

Estimated Number of Participants: _____

Delivery Preferences

Proposed Timeline: * Preferred Month/Quarter: _____

Mode of Delivery:

- In-Person (At your premises)
- In-Person (At our training center)

Duration Requested:

- 1-Day Workshop
- 1-Day Intensive
- 2-Day Intensive
- 3-Day Intensive
- Others specify

Key Objective: Please describe the primary challenge or goal you wish this training to address (e.g., "Improving recovery rates" or "Transitioning to new banking software").

Submission Instructions

- **Scan & Email:** training@ccsl.co.in
- **Communication address:** # 218, JP Royale, 1st Floor, Sampige Road, 2nd Main (Near 14th Cross) Malleswaram, Bengaluru - 560 003.
- **Contact Details:** Ph: 91-80-23469661 / 62,
Mob: 9044133992 / 9480691771

I would like a consultant to call me to discuss a customized curriculum.

Signature: _____

Date: _____

CCSL QUALITY POLICY



We shall endeavour to achieve total customer satisfaction, through the synergy of Banking and IT expertise and quality performance in all our activities as reflected in our Products, Services and Systems, with the time schedule and with an enthusiastic and technically competent workforce, committed to continual improvement.



Transforming Human Capital into Institutional Asset



Subsidiary of Canara Bank

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